

Web address: <http://health.utah.gov/medicaid>

In June 2008, Governor Jon Huntsman announced the “Working 4 Utah” initiative. As part of the initiative the Division of Health Care Financing will be adopting the four-day work week, beginning August 4, 2008. We will be open for business from 7:00 A.M. to 6:00 P.M., Monday through Thursday.

The advantages of the Governor's initiative include:

- Enhanced service to the public through extended hours
- Reduced operating costs for state buildings
- Energy conservation; and
- Improved air quality

## MEDICAID CUSTOMER SERVICE

Medicaid Information has a telephone menu to reduce waiting time and the number of transfers for Medicaid providers and clients. A flowchart of the **Medicaid Information Line** menu is included in the GENERAL ATTACHMENTS section of the Utah Medicaid Provider Manual. Customer Service Representatives are available during the times listed below:

Monday, Tuesday, and Wednesday . . . . . 7:00 A.M. to Noon and 1:00 P.M. to 6:00 P.M.  
Thursday . . . . . 11:00 A.M. to Noon and 1:00 P.M. to 6:00 P.M.  
Friday . . . . . **CLOSED**

## MEDICAID NON PHARMACY PRIOR AUTHORIZATION UNIT

Monday, Tuesday, and Wednesday . . . . . 7:00 A.M. to 6:00 P.M.  
Thursday not available in the morning. . . . . 1:00 P.M. to 6:00 P.M.  
Friday . . . . . **CLOSED**

## MEDICAID PHARMACY PRIOR AUTHORIZATION UNIT

Monday, Tuesday, Wednesday, and Friday. . . . . 8:00 A.M. to Noon and 1:00 P.M. to 5:00 P.M.  
Thursday not available in the morning. . . . . 1:00 P.M. to 5:00 P.M.

## MEDICAID PROVIDER ELIGIBILITY RESOLUTION HOTLINE (OPERATED THROUGH THE DIVISION OF WORK FORCE SERVICES)

Monday through Thursday. . . . . 7:00 A.M. to 6:00 P.M.  
Friday. . . . . **CLOSED**

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